

Remington Arms Co., Inc.
Product Service
Legal Case #:9565

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331235	12/17/2013	11/27/2013	12/18/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ed	Dloughy	1308 Judson St	Longmont	CO	80501		H 720-494-2562

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	FBC and FSR	Concern:1008 Fired on Bolt Closing		Unknown
C				

11/27/13: I received call from Ed Dloughy, he said that his rifle fired on closing the bolt and also fired on releasing the safety. He said that the last incident was the summer of 2012. No injury. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	N/A	6312108	LT	2/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	ROSKIN BROS MIDDLETOWN NY	MUZZLE BREAK	Y			

CONCERN:FSR.FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, quote to repair BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

12/1/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1567896. jbi 12/19/13: Per Ilion, "trigger assembly dirty and rusty. Trigger is frozen to side plates. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 12/20/13: I called and left message on Ed Dloughy's voicemail asking for a call back. jbi 12/31/14: Customer Service received letter approving quote and paid with a check. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		LT
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY TRIG IS FROZEN TO SIDE PLATES
	Pull	---Select---	N/A
	Altered	False	SEALANT PRESANT

	Sub-Assembly	M/700 Bolt Lock	
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Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number	Serial Number / Description	Date Received:
RE00331235	6312108	12/17/2013
	Model 700 Center Fire Caliber: 30 -06 SPRG	Estimate Date: 12/19/2013
		Date Printed: 12/19/2013

Customer:	Return To:
ED DLOUGHY	ED DLOUGHY
1308 JUDSON ST	1308 JUDSON ST
LONGMONT, CO 80501 US	LONGMONT, CO 80501 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

trigger assembly dirty and rusty.trigger is frozen to side plates.replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + shipping

ESTIMATE (note: C.O.D/Shipping and Handling Charges are NOT Included in this Quote.)									
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount	
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00	
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00	
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00	
								Sub Total:	37.00
								Est Sales Tax:	.00
								Grand Total:	\$37.00

Remington®

22"
LT27
.001

December 1, 2013

9565

Ed Dlouhy
1308 Judson St
Longmont, CO 80501
Phone: 720-494-2562

Ref # 9565, Model 700, Serial #6312108

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
DEC 19 2013

BY:.....

Serial
Number:

6312108

Model: 700



RE00331235

T.A. dirty & rusty - trig is
frozen to side plates.
Up: Trig assm, check over
& fasten BCP R2 20 +

G

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

ATTN: Product Service



Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:	12/01/2013				
SR00069271	6312108	Date Printed:	12/01/2013				
Customer:		Destination:					
ED DLOUGHY 1308 JUDSON ST LONGMONT, CO 80501 US		Arms Services 14 Hoefler Ave Ilion, NY 13357 US					
Email:		Email:					
Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.							
Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION							
Service Request Section Product Service #9565. jbi							
Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.							
						Sub Total:	.00
						Est Sales Tax:	.00
						Grand Total:	\$.00

ARS LABEL REQUEST FORM

DATE:	12/01/2013	Service Request #	SR00069271
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	email address:		

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

ED DLOUGHY
1308 JUDSON ST
LONGMONT, CO 80501 US
SR00069271

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 DEC 2, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065970860
REF 1:SR00069271
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 12.98 PUB+HANDLING 12.98

ATTN: Product Service







